



Newsletter for friends of
Coatesville VA Medical Center

June 2009

Director's Message

Dear Veterans, volunteers, employees and friends of Coatesville Veterans Affairs Medical Center:

I am pleased to present you with the first edition of *Hilltopics*, a newsletter for anyone who is interested in what's happening at Coatesville VA Medical Center whether you are a Veteran, a community member, a health care provider, a volunteer or an employee.

We plan to publish this newsletter four times a year, once each quarter. It will contain information about medical center events, accomplishments and improvements. If you have any information or a story that you'd like to contribute for a future issue, please contact Kathleen Pomorski, newsletter editor, by phone at 610-383-0203 or by email at kathleen.pomorski@va.gov.

I look forward to continuing our partnerships in caring for our Nation's heroes.

Sincerely,


 Gary W. Devansky
 Director

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Volunteers Honored at Annual Recognition Luncheon and Ceremony

Approximately 120 Coatesville VA Medical Center volunteers gathered at the Downingtown Country Club on Sunday, April 19th for the medical center's annual Volunteer Recognition Luncheon and Ceremony. Volunteers graciously give their time to do things like spend quiet time with a Veteran, host a sing-a-long, or drive a Veteran to an appointment at another area VA facility, among countless other activities.

"By volunteering your time, you honor the proud American men and women who served and sacrificed for freedom," said Gary W. Devansky, medical center director, "All who are privileged to live in this Nation have a special place in our hearts for these defenders of freedom, but you truly show it in all that you do."

Following the luncheon, medical center leaders presented awards for hours and years of service. Ken Rose, long-time volunteer, received the Hazel Harnish Award for Volunteering Excellence, the most prestigious of all volunteer awards. Among the requirements for the award are a minimum of five years and 2,500 hours continual volunteering, and service in more than one area of the medical center.

In all, for Fiscal Year 2008, Coatesville VA Medical Center was fortunate to have 2,074 volunteers donate 21,429 hours of their time to Veterans. Additionally, \$577,422 in donations was received. Anyone who is interested in volunteering should call the CVAMC Voluntary Service office at 610-383-0228 for more information.



Operation Enduring Freedom and Operation Iraqi Freedom Focus Group

Once each quarter, our Social Work Service conducts a focus group for Operation Enduring Freedom and Operation Iraqi Freedom Veterans and their families. The discussions center around their feelings and opinions pertaining to VA's health care services. The next group will take place on August 19th at 5:30pm in building 57, room 150. To register or ask any questions, please contact Alan Reiland at extension 6820.



3rd Annual Welcome Home Celebration

August 29th, 10am - 2pm
 Ball Field/Pavilion Area

WELCOME HOME

AMERICAN HERO

Returning Veterans, please join us again this year for a fun-filled celebration for the whole family. The purpose of the event is to provide VA benefits and health-care information to returning OEF/OIF service members...but we also plan to have some fun! We'll have picnic foods, pony rides, a hot air balloon experience, a kayak demonstration, face painting and much more! If you would like to volunteer, please call extension 6820. If you'd like to attend, please register by calling 610-384-7711 extension 5160 or send an email to VHACOAWelcomeHome@va.gov. Please provide the following information in your email: your name, how many will attend, branch of service, war zone, and whether or not you are enrolled for VA care.

Need help managing your appointments?

AudioCARE is a patient communication system that provides scheduling access 24 hours a day, 7 days a week. We've recently added some new features to make managing your appointments even easier! It's simple – using AudioINQUIRY™, you call us. Using AudioREMINDER™, we call you.

Using AudioINQUIRY, you'll have access to updated information about the date, time and location of your scheduled appointments for the next 30 days. You just call 610-380-4357 or 800-290-6172 (option 3), enter your social security number and follow the prompts. You can then confirm, cancel or reschedule your appointments. And, you can hear a complete list of all your appointments.

Using AudioREMINDER, you'll receive a phone call reminder of an appointment scheduled in the next three days. You can confirm, cancel or reschedule your appointment during this call. You'll receive a detailed voice mail message if you are not available.



Automated Scheduling Services



Pennsylvania 7th Congressional District Veterans Summit

On May 11th, Department of Veterans Affairs' Chief of Staff John Gingrich and VISN 4 Network Director Michael Moreland spoke to a crowd of more than 600 Veterans, members of the Armed Forces, and their families who had gathered for Congressman Sestak's Veterans Summit at Ridley High School. Accompanying them was Gary Devansky, director of CVAMC, along with the directors of Wilmington and Philadelphia VAMCs. Many other CVAMC staff members came along to offer information about VA benefits and healthcare services to attendees.

The result was a very productive discussion of how Congress and the Department of Veterans Affairs can work together to ensure that our Veterans receive the care and benefits they deserve.



New patient orientation

It always takes some "getting used to" when you are seeing a new doctor or receiving health care at a different place. That's why CVAMC's Health Administration Service is introducing New Patient Orientation. The orientation will cover things like medical center services, benefits and eligibility, co-pays, billing, and coordinating with private health insurance. The program will be offered on the fourth Thursday of every month at 1:30pm in building 2, room 107A. Any questions can be directed to Crystal Davis at extension 6226.



Enrollment and Eligibility

You can inquire about your eligibility and enroll for benefits by visiting building 2, room B10A.

You can also call 610-384-7711, extensions 5034 or 5008 if you have questions. Some of our clinics have evening hours on Wednesdays.



The New Birds on the Block!

Shortly after our finches got comfortable in building 138's aviary in early April, a couple of mallards showed up in the hospice courtyard's pond. It became their favorite watering hole and they've been flying in and out ever since. These two have been busy! Recently, 14 ducklings were born, though only 13 survived – sadly, one was snatched by a hawk. The family walks around like they own the place, and the Veterans have really been enjoying the cute little guys!



HILLTOPICS

Hilltopics is published quarterly for friends of Coatesville VA Medical Center. Please address suggestions, comments or story ideas to: Kathleen Pomorski, extension 4203 or kathleen.pomorski@va.gov. The editor reserves the right to make changes and/or edits. Layout/design/photography provided by CVAMC Medical Media Service.